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ABSTRACT

This collection of abstracts is part of a continuing series providing information on recent doctoral dissertations. The 15 titles deal with the following topics: (1) verbal interpersonal communication between community volunteers and prisoners; (2) pharmacist-patient communication skills; (3) communication attachment; (4) the definition, maintenance, and spanning of boundaries in a nursing service department; (5) the role of communication in economic and social development in the less developed countries; (6) communication in collective bargaining negotiations; (7) interpersonal communication and the organizational newcomer; (8) the effects of persuasive communication and self-esteem on changing attitudes of preservice elementary school teachers toward teaching chemical changes; (9) ethical attitudes toward communication acts in American society; (10) physicians' use of compliance-gaining message strategies and their effect on patient medical communication satisfaction and adherence to treatment regimen instructions; (11) listening factors in the work environment; (12) ordinary arguments; (13) communication aspects of patient placement and careers in two nursing homes; (14) education communication efficiency; and (15) communication in a committed community. (FL)

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# Applied Communication, Argumentation, and Debate:

Abstracts of Doctoral Dissertations Published in Dissertation Abstracts International, January through June 1983 (Vol. 43 Nos. 7 through 12).

Compiled by the Staff
of the
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CS 504 270

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This bibliography has been compiled as part of a continuing series designed to make information on relevant dissertations available to users of the ERIC system. Monthly issues of Dissertation Abstracts International are reviewed in order to compile abstracts of dissertations on related topics, which thus become accessible in searches of the ERIC data base. Ordering information for the dissertations themselves is included at the end of the bibliography.

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Barrett, Jim Elman
PHARMACIST-PATIENT COMMUNICATION SKILLS: A COMPARISON BETWEEN WASHINGTON AND OREGON PHARMACISTS

Bishow, Michael Laurie
COMMUNICATION ATTACHMENT: A PATH MODEL ANALYSIS OF PARTICIPATION EVENTS WHICH INFLUENCE ORGANIZATIONAL COMMITMENT AND BURNOUT IN HUMAN SERVICES STAFF AND VOLUNTEERS

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EFFECTS OF PERSUASIVE COMMUNICATION AND SELF-ESTEEM ON CHANGING ATTITUDES OF PRESERVICE ELEMENTARY TEACHERS TOWARD TEACHING CHEMICAL CHANGES

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## THE CHARACTERISTICS OF VERBAL INTERPERSONAL COMMUNICATION BETWEEN COMMUNITY VOLUNTEERS AND PRISONERS

Order No. DA8301755

ADAMS, ROBERT STANWOOD, PH.D. *University of Oregon*, 1982. 228pp.
Adviser: Charley A. Leistner

Nationwide, numerous public and private programs exist which seek reduction of crime and delinquency by matching offenders with community volunteers. These programs assume that many offenders experience legal difficulties, because they lack community ties and/or social skills. Presumably, community volunteers improve this problem by functioning as role models, supervisors, teachers and friends for offenders.

This study used interpersonal communication concepts to determine whether conversational exchanges between volunteers indicated behavior consistent with these goals. The major research objectives were to describe the verbal behavior occurring within volunteer/offender matches and to relate the verbal behavior to how volunteers and offenders perceived each other and their conversations. Previous research about volunteer/offender matches overlooked these objectives.

Input speaking variables and output perception variables were formed by operationalizing the goals of volunteer/offender matches with related interpersonal communication behavior. This integration produced a 15 category coding system used to classify dialogue selected from 13 volunteer/prisoner dyads. The exchanges were correlated with eight perception variables which evaluated dimensions of understanding, regard, homophily, task attraction and communicative satisfaction.

Statistically significant ($p = .01$) findings were that prisoners talked twice as much as volunteers and were more likely to display speech activity identified as Self-disclosure, Opinion and Information Development. Volunteers were more likely to display speech activity identified as Perception Check. Also, volunteers rated prisoners lower on Task Attractiveness and Perceived Understanding than prisoners rated volunteers. The quantitative results were supplemented with qualitative analysis stressing a rhetorical perspective. The qualitative analysis illustrated how the goals promoted for volunteer/offender matches could be recognized within volunteer/offender conversation.

## PHARMACIST-PATIENT COMMUNICATION SKILLS: A COMPARISON BETWEEN WASHINGTON AND OREGON PHARMACISTS

Order No. DA8308594

BARRETT, JIM ELMAN, ED.D. *University of Washington*, 1982. 113pp.
Chairperson: Professor Henry M. Reitan

Patient counseling has become an increasingly important element in pharmacy education. This increase is due in part to consumer pressure, changes in practice standards and recent regulations requiring that information be provided by the pharmacist with each new prescription. A general consensus exists, among educators in the pharmacy profession, that increased interpersonal communication is a desirable goal.

One way used to achieve this goal has been the adoption of regulations requiring patient counseling. This dissertation examines the actual communication performance of pharmacy practitioners in a state with a "patient information" regulation (Washington), compared to the performance of pharmacists in a state without such a regulation (Oregon).

The evaluation methodology called for a "mock" patient (evaluator) to purchase several common prescriptions in two matched random sample areas. Immediately after leaving each pharmacy a detailed questionnaire was completed. Three visits were made to each pharmacy, resulting in over seventy ratings on each variable. The variables were selected from the Standards of Practice for the Profession of Pharmacy and other sources which contained observable communication performances and other related conditions impacting interpersonal communication.

The results indicate that from a patient's perspective few differences exist in the nature or quality of counseling provided by pharmacists in Washington compared to those in Oregon. The significant differences were: (1) counseling was almost always done in Washington by the pharmacist (97%), while only 70% by the pharmacist in Oregon, (2) those answering patients' medication questions in Washington gave clearer and more authoritative answers, (3) Washington pharmacists did not provide information as often on patient precautions or side effects and (4) Washington pharmacists spoke in a more hurried manner, allowing less time for comments, and did not listen as carefully as pharmacists in Oregon.

In summary, a patient information regulation as exists in Washington has not been found to result in overall improved communication between pharmacist and patient. Other methods are needed to reach the goal of improved medication information to patients. Educators will need to look to additional curricular offerings, student selection methods, and innovative experiential training as alternative ways to improve pharmacy practitioners' interpersonal communication performance.

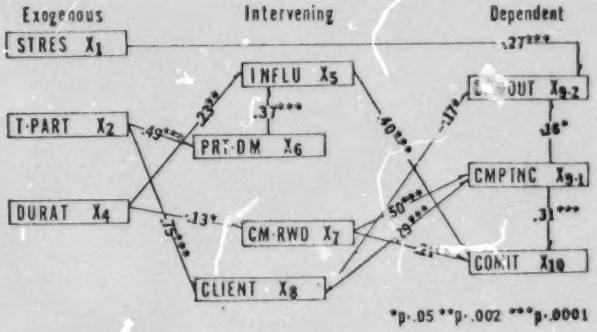
## COMMUNICATION ATTACHMENT: A PATH MODEL ANALYSIS OF PARTICIPATION EVENTS WHICH INFLUENCE ORGANIZATIONAL COMMITMENT AND BURNOUT IN HUMAN SERVICES STAFF AND VOLUNTEERS

Order No. DA8301761

BISHOW, MICHAEL LAURIE, PH.D. *University of Oregon*, 1982. 247pp.
Adviser: Charley A. Leistner

This study investigated communication attachment, competency, commitment, and burnout variables. Two hundred and thirty six respondents, staff and volunteers in four types of human service programs, comprised the sample. The path model variables included were: Degree of Life Stress ($X_1$); Level of Total Program Participation ($X_2$); Monetary Compensation ($X_3$); Duration of Program Affiliation ($X_4$); Degree of Perceived Program Influence ($X_5$); Degree of Participation in Program Decision Making ($X_6$); Degree of Perceived Communicated Reward ($X_7$); Level of Participation in Client Services ($X_8$); Level of Perceived Burnout ($X_{92}$); Level of Perceived Competence ($X_{91}$); and, Degree of Program Commitment ($X_{10}$).

Relevant research on communication networks, behavior modification, organizational climate, and volunteerism was surveyed. Psycho-social stress research suggested that social interaction promoted positive perceptions of self, others, and work. Social exchange theory suggested that communication participation promoted a rewarding social context in which individuals tend to remain committed.




The results are displayed in the figure above. Regression analysis produced the standardized Beta weights for the significant model linkages ($p < .05$). Note $X_3$ was nonsignificant and $X_9$ was factored into two variables (Factor 1,2 of the Burnout Scale). Messages of reward were found important in promoting perceived competency and organizational commitment. Client contact increased perceived competency but did not increase burnout. Decision making influence increased commitment and decreased burnout.

## THE DEFINITION, MAINTENANCE, AND SPANNING OF BOUNDARIES: CASE STUDY OF A NURSING SERVICE DEPARTMENT

Order No. DA8301913

CANEDY, BRENDA HARAM, PH.D. *University of Minnesota*, 1982. 208pp.

The study investigates through interviews the perceptions of 35 nurses as to how they define, maintain, and span the boundaries of their positions as managers within a unit (the nursing service department) of a complex enterprise (a public teaching hospital) that exists in a turbulent, uncertain environment. The 35 nurse managers who accepted the invitation to participate in the study comprise 97% of the potential subjects of the study--all the managers within the hospital's nursing service department.

The conceptual framework of the study includes: the Tavistock Institute formulations of Wilfred Bion on group, work group, and basic assumption groups, and of E. J. Miller and A. K. Rice on analyzing the organization of an enterprise, systems of activity and their boundaries, individuals and groups and their boundaries, task priorities and constraints, and activities and roles in organization; the findings of a selection of research on boundary spanning; and material from Amitai Etzioni and others on problems of nursing as a function of its status as a semi-profession.

Because the study is descriptive of experience, its results are reported in terms of each of the three aspects of boundaries as experienced by each group of managers within the hierarchy. Selected segments of each audiotaped interview are used, chosen by the investigator as providing specific examples of key concepts related to definition, maintenance, and spanning of boundaries.

Three perceived boundary problems of these nurse managers are identified: difficulties in dealing with other units in the enterprise and their staffs that do not appear to hold patient welfare as central to their work; the feeling that they are being separated and fragmented

## THE ROLE OF COMMUNICATION IN ECONOMIC AND SOCIAL DEVELOPMENT IN THE LESS DEVELOPED COUNTRIES; WITH PARTICULAR REFERENCE TO FAMILY PLANNING IN NIGERIA

Order No. DA8302845

DARAMOLA, ABAYOMI CHARLES, PH.D. *University of Illinois at Urbana-Champaign*, 1982. 223pp.

This dissertation examines the role that communication can play to aid economic and social development in the less developed countries of Africa, Asia, and Latin America in general, and Nigeria in particular. An analysis of the problems and prospects of development in these countries reveals that the basic challenge is to prevent rapid population growth from neutralizing, or even reversing, improvements already made in per capita levels of living. In addition, further improvement in the levels of living of the populations also demand deliberate population planning. Hence, most of these countries have national family planning policies and programs. Therefore, the role of communication in this development effort is to inform people about population constraints to economic and social development and to motivate them to practice birth spacing.

## COMMUNICATION AT THE TABLE: A CASE STUDY OF COLLECTIVE BARGAINING NEGOTIATIONS

Order No. DA8305315

DAVIS, WILLIAM LEWIS, PH.D. *The Ohio State University*, 1982. 107pp.
Adviser: Professor Keith Brooks

Since the passage of the National Labor Relations Act in 1935, collective bargaining has been a significant factor in the economic life of this country. While it is important, we know very little about what actually occurs in bargaining sessions.

The purpose of this study was to examine the negotiations between a southwestern Ohio school board and teachers' association in light of current bargaining literature. To protect the identity of the parties, the code name of Lewiston was given the negotiations.

The study focused on the process of negotiations--how the parties moved through the negotiations to a final settlement. A fundamental assumption of the study was that collective bargaining *is* communication. It was observed and recorded in a field setting, and not manipulated.

The researcher identified four phases in the Lewiston negotiations--Presentation of Demands, Deliberation, Hard Bargaining, and Coming to Agreement. Examples of the contents of each phase were presented.

He also examined the four subprocesses of bargaining posited by Walton and McKersie (1965). He found all four subprocesses in the Lewiston negotiations and presented evidence of each.

To support the process of distributive bargaining, the researcher provided examples of the Lewiston parties assessing the other's position, concealing their own position, and conveying commitment to their own position. Most of the issues discussed in Lewiston were integrative rather than distributive in nature, but the parties utilized both integrative and distributive strategies to deal with all issues.

The researcher concluded that the parties developed a pattern of accommodation in the negotiations. The strong beliefs of the two parties moved them toward conflict. The personalities of the primary negotiators and the economic climate in Lewiston tilted the negotiations toward cooperation. The relationship was characterized by an acceptance of each other, limited trust, and courteousness.

Finally, the Lewiston Board seemed less impacted by their constituency than did the Lewiston Teachers' Association. The Board team has a small constituency to answer to and they were given wide latitude in decision-making. The LTA team had a large constituency to keep informed and most team members were subject to election.

## INTERPERSONAL COMMUNICATION AND THE ORGANIZATIONAL NEWCOMER: A CASE STUDY OF THE MESSAGES SENT AND RECEIVED BY NEW EMPLOYEES IN AN ACADEMIC INSTITUTION

Order No. 8301452

ECHEWA, THOMAS OBINKARAM, PH.D. *Syracuse University*, 1982. 265pp.

The common phenomenon of a new member joining an organization usually causes a dis-equilibrium in the established patterns of interpersonal communication among the organization's members, and creates communicational uncertainty between the Newcomer and the Oldtimers. To reduce uncertainty, restore equilibrium and integrate the Newcomer into the organization, both the Newcomer and the Oldtimers engage in communicative acts whose characteristics differ significantly from what is otherwise typical for that organization.

The study tested two hypotheses: (1) That messages involving Newcomers would differ significantly in characteristics from those involving Oldtimers. (2) That the postulated differences would diminish progressively as the Newcomer became less new.

The subjects were 15 new and 25 oldtime faculty and staff members in a Mid-Atlantic college. The study design was a modification of Campbell and Stanley's Posttest Only Control Group Design, with the Newcomers as the "treatment" and the Oldtimers as the "control" group. The instrument was a "Duty Study" questionnaire--a log of all significant conversations the subject had with fellow employees on a given day. The Newcomers were monitored once a week for six weeks, the Oldtimers once a week in Weeks One and Six. Thirteen message characteristics were studied: frequency, volume, initiation, network, direction, channel, purpose, participation, diversity-of-contact, context, race, sex and age. Four test statistics were applied to the data: chi square, t-test, one-way and two-way analysis of variance.

The data confirmed Hypothesis I for most of the 13 variables. Hypothesis II, on the other hand, could be validated for less than half of the 13 variables.

The study integrates heretofore separate lines of research in the Acquaintance Process, Relational Communications, Group Development, Organizational Communication and Ethology. It describes the interpersonal communication in one organization and establishes that as a message sender/receiver, the Newcomer is different from the Oldtimer, a fact with implications for future research and the practical orientation of new employees in organizations.

## EFFECTS OF PERSUASIVE COMMUNICATION AND SELF-ESTEEM ON CHANGING ATTITUDES OF PRESERVICE ELEMENTARY TEACHERS TOWARD TEACHING CHEMICAL CHANGES

Order No. DA8305644

HASSAN, ABDELMONEIM AHMED, PH.D. *The Pennsylvania State University*, 1982. 201pp. Adviser: Robert L. Shrigley

This study tested the effects of persuasive communication and self-esteem on changing attitudes of preservice elementary teachers toward teaching simple chemical changes.

A 3 x 3 x 3 factorial design with one repeated measure factor was used.

Ninety-eight preservice elementary teachers were matched according to their levels of self-esteem and then randomly assigned within four regular class sections of a science education methods course to one of the two treatment groups.

Two different messages, a persuasive message and a control message, were designed and developed by the investigator.

The instruments used were: (1) A questionnaire to collect statements needed to construct the belief statements and the persuasive communication; (2) the Attitude Toward Teaching Simple Chemical Changes to measure the subjects' attitudes; and (3) the Janis-Field Feeling of Inadequacy Scale was to measure the subjects' self-esteem.

All subjects were administered the self-esteem scale to determine their level of self-esteem and the attitude scale to determine their initial attitudes. Three weeks later, subjects were administered either the persuasive communication or the control communication. Immediately following this treatment, subjects were administered the attitude scale as a posttest. After another three weeks, subjects were administered the attitude scale as a retention test.

The findings of the study indicated that (1) Students who received the persuasive communication has a positive change in their attitudes toward teaching simple chemical changes to elementary school students. (2) The retention of attitude change of the persuasive communication group and the control group was similar. (3) The attitude change of the persuasive communication group was not sustained for three weeks following their reading of the persuasive communication. (4) After reading the persuasive communication, high-self-esteem subjects changed their attitudes more than both medium- and low-self-esteem subjects, but differences were not significant and may be chance. Furthermore, medium-self-esteem subjects changed their attitudes more than low-self-esteem subjects. However, the differences were not significant.

## A STUDY OF ETHICAL ATTITUDES TOWARD COMMUNICATION ACTS IN AMERICAN SOCIETY

Order No. DA8303896

JAMES, SHARON KAY, PH.D. *University of Kansas*, 1982. 195pp.

The 1970s produced a crisis in values. Behaviors in general--and communication behaviors in particular--became sub-

This study explored the ethical attitudes of five population groups--business, military, government, journalism, and the general public--toward the communication acts of lying and control of information. Data were collected through historical and survey methods.

Results revealed that the groups significantly differed at the .01 level in their attitudes toward lying by omission, lying by commission, and lenient control of information. All groups disapproved, but they varied in the strength of their disapproval. Inconclusive evidence was found for the category of rigorous control of information.

Four basic conclusions were drawn from the study. First, we live in a pluralistic society where our major professions differ in their ethical attitudes toward lying and control of information. Second, professions which have established specific codes of ethical conduct--military, government, and journalism--expressed attitudes congruent with the codes. Third, contemporary organizational demands and structures may force behaviors incongruent with expressed ethical attitudes. Fourth, one of the major challenges for our society may be the reconciling of both the teleological and deontological approaches to ethics. We do not necessarily live in an unethical society, but rather a society where the ends and means of behavior are treated differently in various ethical systems. In this study, the general public and business disapproved of lying, and the general public and journalism disapproved of lenient control of information; presumably, the disapproval depended on judgment of the ends of the action. On the other hand, military and government consistently expressed the strongest disapproval of lying and lenient control of information, perhaps reflecting the deontological concept of "one must always follow the moral rule."

## A CASE STUDY OF COMMUNICATION IN A COMMITTED COMMUNITY

Order No. DA8300085

LAGER, DENNIS EUGENE, ED.D. *Seattle University*, 1982. 201pp. Major Adviser: Roy P. Wahle

The primary purpose of this research was to study the communication systems and activities within a defined community. This case study took place in a community church: First Church of Bremerton, Washington.

Data were collected using questionnaires, audio tapes of small group discussions, observer rated scales, and interviews. Eight different tools were used. This resulted in 269 completed forms providing information on 1,787 items. The data were collected over a period of one year and nine months.

The literature reviewed and the findings of this study agreed. Findings clearly describe the communication activities at four organizational levels of the community, and suggest improvements for the community of this study.

The Discussion and Analysis Form, utilized in this study for small group analysis, is a modification of a format based on the book *Discussing and Deciding* by Scheidel and Crowell, used with the permission of the publisher. Further studies utilizing this or a similar instrument, based on Scheidel and Crowell's approach to group discussion, are suggested.

## PHYSICIANS' USE OF COMPLIANCE-GAINING MESSAGE STRATEGIES: THEIR EFFECT UPON PATIENT MEDICAL COMMUNICATION SATISFACTION AND PATIENT ADHERENCE TO TREATMENT REGIMEN INSTRUCTIONS

LANE, SHELLEY DENISE, PH.D. *University of Southern California*, 1982. Chairperson: Professor Kenneth Sereno

Although a relationship exists between physicians' communication and patients' levels of adherence to treatment regimen instructions, the specific characterization of physicians' compliance-promoting communication has not been empirically determined. A symbolic interaction perspective (i.e., viewing human behavior as rule-governed and utilizing respondents' evaluations of communication) was adopted in order to assess communicative dimensions of patient compliance. A total of 16 union physicians and 121 patients were observed and audio-taped communicating in actual clinical podiatric examinations. The compliance-gaining tactics physicians employed in order to facilitate adherence were coded in terms of a 3 strategy coding scheme based on task/informational, personal, and threatening clusters. Immediately after the doctor-patient encounter, patients were asked to rate how satisfied they were with their doctor's communication, and they were phoned 2 weeks after the encounter to determine their level of compliance with treatment instructions.

Statistical analysis revealed that physicians used threatening tactics least when compared to task/informational and personal compliance-gaining tactics. Multiple regression analysis indicated that 34% of medical communication satisfaction and 72% of stated levels of adherence could be explained by a variety of compliance-gaining tactics used in doctor-patient interaction. The analyses suggest that although patients may be satisfied when their doctors avoid threatening type tactics, adherence results when doctors use threatening tactics along with personal compliance-gaining tactics.

The findings imply that physicians follow a communication rule inhibiting them from utilizing threatening compliance-gaining tactics with new patients; use of task/informational and personal compliance-gaining tactics reflects a change in the way physicians characterize the doctor-patient relationship; patient satisfaction with physicians' communication is not feasible as an indirect measure of patient adherence; and researchers should continue to study the relationship between, and the outcomes that result from physicians' use of personal and threatening compliance-gaining tactics. This study also demonstrates that the communication field can contribute to solving pragmatic health related problems, and also demonstrates the feasibility and desirability of interdisciplinary research.

## LISTENING FACTORS IN WORK ENVIRONMENTS

Order No. DA8304871

LEWIS, MARILYN HERMANN, ED.D. *Oklahoma State University*, 1982. 95pp.

*Scope of Study*. Focusing on listening behaviors of adults in work environments, this study sought to determine the perceived characteristics of effective and ineffective listening. The 106 participants were employed at Stillwater Medical Center and the First National Bank of Stillwater, Oklahoma. In order to find out the critical factors which influence perceptions of listening, the factors that characterize effective listening in an organizational setting, and to see if the demographic variables of sex, management-staff level, organization, and type of listening episode affected perceptions, the subjects were asked to write two critical incidents about a time when they felt effectively listened to and ineffectively listened to at work. The 200 usable incidents had 371 behavioral elements describing listening behaviors which could be written on cards and sorted into similar categories by the researcher and seven sorters.

*Results and Conclusions*. The sorters and researcher agreed on 38 categories that represented the listening factors workers mentioned they had seen in their work environment. The elements were put in a table by categories and divided up eight ways: male/female, medical center/bank, management/staff, and effective/ineffective story origin. The findings revealed the people in both organizations, whether management or staff, male or female, mentioned following directions or suggestions in first or second position. Overall, this category had the most elements and was the top category for males, hospital employees, and managers. Eye contact was the top category chosen by females, bank employees, and staff. However, the sample was heavily weighted toward females and staff members, which may account for the results being more from their perception. Attentiveness and giving nonverbal feedback were in the top four categories in all the variables except at the bank, where attentiveness was in fifth position. Males appeared to see verbal exchange as effective listening and females perceived interest in helping them and reacting to their unspoken needs as more effective. Males did not mention behaviors in 13 of the 38 categories, and management did not use three categories. A larger number of males and managers might allow more critical incidents where these might be mentioned. The author suggests that listening training must include improvement in all these skills to make workers appear to be more effective listeners.

## AN EMPIRICAL INVESTIGATION OF ORDINARY ARGUMENTS

Order No. DA8301742

PHILLIPS, NEIL HOWARD, PH.D. *University of Kansas*, 1982. 118pp.

This research has attempted to take the initial steps towards an empirical investigation of the constructivist/interactionist paradigm of argumentation. Since this argumentation paradigm has not utilized empirical methods, literature from the parallel fields of the persuasive arguments theory of small group choice shifting behavior, the cognitive response theory of persuasion, prototyping theories, and constructivist theories of interpersonal relations was reviewed to provide both theoretical and methodological guidance.

Subsequently, a $2^7$ factorial analysis of variance was conducted utilizing independent variables of sex, age, interpersonal cognitive complexity, and argumentative construct comprehensiveness on three repeated measures of the valence, relationship, and gender of the other arguer. A significant main effect was found for construct comprehensiveness, simple main effects were found for all of the independent variables, and several significant interactions were found involving various combinations of all of the variables. None of the repeated measures achieved significance as either main effects or simple main effects.

One important implication of this research is that empirical methods are a useful tool for examining a lay actor's perspective on "ordinary" arguments. Additional implications of this study and suggestions for future research are also canvassed.

## SOME COMMUNICATIONAL ASPECTS OF PATIENT PLACEMENT AND CAREERS IN TWO NURSING HOMES

Order No. DA8307362

SIGMAN, STUART JAY, PH.D. *University of Pennsylvania*, 1982. 507pp. Supervisor: Ray L. Birdwhistell

The dissertation is concerned with selected communicational aspects of nursing home patients' intra-institutional careers (life courses). The specific investigatory focus is "social recruitment," i.e., that system of multichannel interaction by which individuals are moved into filling the statuses or positions which comprise a given social structure. The dissertation proposes that nursing homes, in order to ensure their continuity, must organize to meet the recruitment demands occasioned by residents' deaths, discharges, or transfers to different institutional positions.

Two skilled care facilities were selected as sites for this study which employs ethnographic methods. It was hypothesized that the two nursing homes (one church-affiliated, the other non-sectarian) would exhibit different patterned processes for the selection of individuals for entry into each facility, and for the assignment of these residents to existing social positions. It was further hypothesized that different behavioral expectations would be placed on residents with different assignments and in anticipation of or preparation for positional reassignments.

Interview and observational data were collected during a nine month period. The comparative data indicate a number of similarities and a number of differences with regard to how each nursing home patterns its particular recruitment processes. At both nursing homes, recruitment was seen to consist of rules for admitting applicants to each facility, procedures for assigning individuals to the available residential positions and training them for "appropriate" behavioral performances, and routines for monitoring all participants and for deciding status continuations, transitions, and expulsions. However, the data also indicate that one nursing home's recruitment system was related to the existence of distinctly defined and evaluated wards, while the second facility avoided most attempts at segregating the various categories of patients. The dissertation relates these differences to the respective ideology and "mission" of each institution.

## A DESCRIPTIVE SURVEY OF EDUCATION COMMUNICATION EFFICIENCY

Order No. DA8310183

STAHLER, LESLIE E., JR., PH.D. *United States International University*, 1982. 118pp. Chairperson: William L. Callison

*The Problem*. This study investigated, developed, and administered a paradigm to describe and micro-evaluate education communication efficiency. The research questions were (1) What were the processes and determinants of communication? (2) What were the components and dynamics of a communication micro-evaluation model? and (3) Did school-related individuals communicate efficiently? Literature identified experts' concerns regarding communication and measurement skills of educators.

*Method*. Question 3 was answered by applying the communication micro-evaluation paradigm (an amalgamation of humanistic communication and analytical evaluation models) which resulted from question 2.

This micro-evaluation paradigm was a three phase, descriptive, survey/feedback process: Phase 1 identified supposedly-precise terminology which communicated instructional objectives. Phase 2 obtained one written definition for each phase 1 term. Phase 3 obtained information regarding agreement and ambiguity (measures of communication efficiency) of the definitions and other response-validating support information.

The study logic--the communication receiver was the best judge (evaluator) of his/her agreement with the definitions--was based on expert opinion that meanings were assigned to words by individuals and were based on their unexplicated personal values.

*Findings*. Approximately one-third of the respondents disagreed with the definitions and approximately forty percent of the respondents felt the definitions were ambiguous. Replies to support questions indicated that educators agreed with ambiguous definitions and lacked professional knowledge of working definitions.

*Conclusions*. Educators were inefficient communicators, lacked a working knowledge of communication processes, communicated with ambiguous terms, and lacked measuring skills. The communication micro-evaluation model was functional. Experts' concerns regarding educators' lack of communication and measuring skills were valid.

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